

DISH HAWAII

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March, 19,2006

BY ELECTRONIC FILING

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street S.W
Washington, DC 20002

Re: DIRECTV SERVICE TO HAWAII AND ALASKA : MB Docket No. 03-82;

Dear Ms Dortch:

This letter is in response to Directv letter of 3/9/2006 that my 12/19/2006 letter has factual misstatements and that Directv actions of bad faith are completely unsubstantiated.

First. My claim of not being able to get equipment to receive the new Directv signal. From the year 2000 Directv said and advertised that we in Hawaii needed a 29" X 39" dish to receive their signal. I was never able to get this dish from and any Directv distributor to date and when I asked Directv about this they never would respond. In June of 2005 a Directv distributor named Perfect 10 open a west cost office that I was able to get the larger dishes that were used for Directv.

In November of 2005 I received a letter from Directv tell me that I must purchase my Directv equipment from another dealer name DSI so that I could receive my equipment credits. I contacted DSI about having the special larger dishes and was told that they had no idea what I was talking about and would let me know if found out anything about larger dishes for Hawaii.

It was not until January 2006 that DSI contacted me about getting the equipment needed to supply Hawaii. This only happen because of my 12/19/2006 complaining that Directv has Hawaii local channels and refuse to supply me with the equipment.

When driving around my Island I could see that Directv was supplying Ironwood Communications with the new dishes and they were being installed. It was not until 3/10/2006 that I received the final part to complete a system that I could sell.

My filings dated 11/7/2004 and 7/11/2005 proves DirecTV's refusal to supply Dealers with equipment. Only now after six years of complaining about Directv can we get the equipment needed. Unfortunately we have to pay a premium for the same equipment that Ironwood gets for free and have to rely on Directv to get paid.

Second, My complaint of not being listed as a Directv dealer is still true. Directv conveniently forgot to show you the list of dealers here on Hawaii where I am still not listed. My filing dated 11/17/2004 show that Directv removed both Dish Hawaii and Pahoia Satellite from their listings. For over a year and a half Directv never said that this was not true. It is only recently since they added other dealers on the other islands that they are claiming they have other dealers than Ironwood.

All if not most of these currently listed dealers have signed another special contract with Directv making sales go through Directv and having Ironwood Communications do the installs. I have refused to sign this special contract because it put my company again at the mercy of Directv, which has proven to be impossible to deal with. I have sign the normal Directv that all the other Directv dealers sign in the rest of the USA who are still listed as an Authorized Directv.

Attached are two listing from the current Directv web site that show that Dish Hawaii is still not listed as a Directv dealer. The Zip code on these Directv listing 96772 is where I am located. They only show Ironwood Communications as a dealer, even though they are located 70 miles away from my location at 96772. Directv claims that Ironwood is not a dealer, but still list them.

Directv claims that Iron Communications is not a dealer here in Hawaii but continues to list them on all Island except for Kauai. The way it appears to be working here on Hawaii is that all if not most of the sales will somehow be done by Ironwood one way or another.

Finally, Bad faith:

Bad faith is when from 2000 to 2004 Directv refused to give Hawaii a basic package that included the most popular channels like CNN, Discovery, A&E and others.

Bad faith is when Directv failed to supply Hawaii with the equipment to receive their signal.

Bad faith is when Directv failed to supply existing customers with a larger dish when they replaced the 119 satellite and these customers lost service.

Bad Faith is when Directv turned off the LA networks to one customer that was paying and receiving them for months. Customer was told he could not receive them even though he was.

Bad Faith is when Directv refuses to acknowledge the Direcway service works in Hawaii

Bad Faith is when Directv who owned and controls the Direcway Internet refused to sell to Hawaii knowing that Dish Hawaii was an authorized dealer and we have service here.

Bad Faith is when Directv stops Dish Hawaii from selling Direcway for four months saying that Direcway is not available in Hawaii, even after Dish Hawaii had been selling Direcway for over a year.

Bad Faith is when Direcway refuses to upgrade existing customers to the newer Modems.

Bad Faith is when Directv it removes Dish Hawaii and other dealers in Hawaii from the website and call in referral service

Bad faith is when Directv supplies Ironwood Communications with all the equipment for free and does not supply the other dealers with the same deal.

Bad faith is when Directv forces Hawaii dealers to purchase equipment from a distributor that does not have the equipment needed to receive the proper signal in Hawaii.

Bad faith is when Directv announces that local channels were available but refuses to supply Dish Hawaii with the equipment to receive them.

Bad faith is when Directv makes sure Ironwood Communications has the equipment needed to receive the Hawaii local channels and not supply Dish Hawaii.

Bad faith is when Directv constantly does not pay for installations or all equipment cost sold by Dish Hawaii.

Bad faith is when Directv refuses to use high power satellites to provide a adequate signal for reception with a small dish instead of the current 1.2 meter dish or larger

Bad faith is when Directv CSR tells a new Dish Hawaii customer that the install was done wrong and that Directv would send out a service guy the next day but they never show up.

Bad faith is when Directv CSR tells customer that they will send out a replacement receiver but fail to do for over two weeks.

Bad faith is when Directv and Direcway turns Dish Hawaii over to a collection agency saying that we owe them money when they know that is not true.

These continuing actions by Directv are deliberate and show the true business practices of Directv. These actions are not just limited to Hawaii or me. If you look at all of the complaints against Directv in the past and fines like moving a satellite to another location without authorization from the FCC and the most recent \$5.3million dollar fine for calls to people on the do not call list

Directv appears to do what ever they want to do with out any fear of real recourse.

Please hold Directv accountable for these continuing bad faith actions as they still continue today.

Thank You

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DIRECTV: Locate Dealer - Microsoft Internet Explorer provided by StarBand

Back Forward Stop Search Favorites

File Edit View Favorites Tools Help

Address <http://www.directv.com/DTVAPP/buy/LocateDealer.jsp>

DIRECTV HOME INVESTOR RELATIONS ABOUT US SIGN IN SEARCH (TIPS): GO

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3-19-2006

